

Purpose of this form

The purpose of this form is to provide information to East Gippsland Water customers of third-party assistance options available.

Privacy notice

Any customer experiencing financial hardship and/or family violence has the right to be treated with respect and sensitivity and have their circumstances kept confidential.

Customers experiencing financial hardship and/or family violence will be provided with information regarding the services of a free independent financial counsellor and/or other specialist support network.

We manage your personal information in accordance with the Information Privacy Principles that are set out in the Privacy and Data Protection Act 2014 (VIC).

You can get more information about the way in which the organisation will manage your personal information, including our privacy policy and the Information Privacy Act 2000 at <https://www.egwater.vic.gov.au/privacy>

Financial Assistance

Anglicare Bairnsdale

Available Services:

Parent Zone – Programs and courses to help carers and parents develop and strengthen their parenting skills
Financial Counselling – Offering non-judgmental, free and confidential financial information, counselling and advocacy.

NILs – No Interest Loans for essential goods and services
347 Main Street, Bairnsdale
Ph: 5150 3700 or 1800 809 722
Website: www.anglicarevic.org.au

Anglicare – Bushfire Recovery Financial Counsellors

For those affected by the recent bushfires in Gippsland or North East, our Financial Counsellors are providing outreach services from government-supported community hubs. Our Financial Counsellors can assist you with information and options concerning your insurance claim. Please contact our dedicated bushfire support: Financial Counselling in Gippsland 1800 286 260

Bushfirefcpgipps@anglicarevic.org.au

Financial Counselling in the North East 1800 244 323
financial.counselling@anglicarevic.org.au

GUIDE TO SUPPORT SERVICES

GEGAC – Gippsland & East Gippsland Aboriginal Co-Operative

Gippsland & East Gippsland Aboriginal Co-Operative Ltd (GEGAC) has been serving the Aboriginal and wider East Gippsland communities for over 45 years, providing child-care, cultural, education, employment, health, housing & welfare services.

53 Dalmahoy Street, Bairnsdale

Ph: 5150 0700

Website: www.gegac.org.au

Rural Financial Counselling Service (RFCS)

Providing agricultural industries and small rural businesses with free, confidential and independent planning and support services covering smaller acreage properties from Leongatha up to the NSW border.

Ph: 1300 045 747

Website: www.ruralfinancialcounselling.org.au

National Debt Helpline

National Debt Helpline is a not-for-profit service that helps people tackle their debt problems. Professional financial counsellors offer a free, independent and confidential service.

Ph: 1800 007 007

Website: www.ndh.org.au

Money Smart

We help Australians take control of their money and build a better life with free tools, tips and guidance

Website: www.moneysmart.gov.au

Small Business Support

Helping organisations navigate the financial issues caused by bushfires and providing assistance and support for those businesses affected by COVID-19.

Ph: 1800 413 828

Website: www.ndh.org.au/news/small-business-support-line/

Family Violence Assistance

For any immediate threat or acts of violence call 000 and ask for police.

1800RESPECT

National Sexual Assault Domestic FV Counselling Service is a confidential online and telephone counselling, information and referral service available 24 hours a day, 7 days a week.

Ph: 1800 737 732

Website: www.1800respect.org.au

SafeSteps

Professional support 24 hours a day, 7 days a week, though a comprehensive range of services to enable women to become free from violence

Ph: 1800 15 188

Website: www.safesteps.org.au

Mensline

National telephone and online support, information and referral service for men with family and relationship concerns, staffed by professional counsellors 24/7

Ph: 1300 789 978

Website: www.mensline.org.au

Specialised Support

QLife

Provides anonymous and free LGBTIQ+ peer support and referral for people in Australia wanting to talk about sexuality, identity, gender, bodies, feelings or relationships.

Ph: 1800 184 527

Website: www.qlife.org.au

InTouch

Multicultural Centre Against Family Violence - a state-wide specialist family violence service that works with women from migrant and refugee backgrounds, their families and their communities in Victoria. We provide case management to women, training, conduct research, and run community-based projects in order to address the issue of family violence in the community.

Ph: 1800 755 998

Website: www.intouch.org.au

Assistance

Lifeline

A national charity providing all Australians experiencing emotional distress with access to 24-hour crisis support and suicide prevention services.

Ph: 13 11 44

Website: www.lifeline.org.au

Beyond Blue

Beyond Blue provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age, wherever they live.

Ph: 1300 224 636

Website: www.beyondblue.org.au

East Gippsland Water is committed to continual improvement in the manner it deals with customers experiencing financial hardship. East Gippsland Water will continue to attend and participate in industry forums to gain a better understanding of the issues that face low income and vulnerable customers in an effort to be better equipped to provide the necessary assistance.

East Gippsland Waters POL 020 Customer Support Policy and associated procedures of East Gippsland Water will be reviewed at least annually to ensure they are adequate to meet changing customer needs.

East Gippsland Water will apply new learning's to improve services offered to customers to assist them in meeting their payment obligations.

Please visit our website at www.egwater.vic.gov.au or call us on 1800 671 841 Monday to Friday, between 8:30am and 5:00pm, excluding public holidays.